Customer Benefits

- **Reliability** – Consistent and reliable access to business resources through centrally managed workstations, which maximize uptime and employee productivity.
- **Security** – A robust set of security technologies contributes to the safety and security of agency data.
- **Efficiency** – Allows agencies to reallocate IT resources to focus on more critical issues.
- **Flexibility** – Flexibility for agencies who want to provide their own on-site support, but rely on high quality, cost-effective remote support on a 24/7 basis.

Customer vs. Admin Responsibilities

This section identifies Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Managed Workstation with Remote Support		
Purchase workstations through coordination with Admin.		X
Asset and warranty management for workstations.		X
Manage backup and recovery of any locally stored data.		X
Contact the DTO Service Desk regarding incidents and service requests, and provide an accurate description of the issue or need.		X
Provide end-user training for productivity software and business applications.		X
Two-way transit of, and protective packaging for, any devices shipped/transported to the Admin office in Columbia.		X
Maintain accurate inventories of devices at each agency location.		X
Configure and deploy workstation to agency business location.		X
Coordinate price quotes for agency workstation purchases.	X	
Maintain workstation base image and managed applications (Category 1).	X	
Provide critical patching of managed and supported applications (Categories 1 and 2).	X	
Provide critical patching of contracted support and unsupported applications (Categories 3 and 4).		X
Provide remote (telephone) support through the DTO Service Desk and remote support tools.	X	
Provide remote access clients and licenses.	X	
Managed Workstation with On-Site Support *Responsibilities in addition to those shown above for Remote Support*		
Perform resolution of service requests and incidents on-site at agency's location if resolution cannot be completed remotely.	X	
Configure and deploy workstation to agency business location.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.